

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1670-0027)

TITLE OF INFORMATION COLLECTION: NPPD Management Office Customer Service Survey

PURPOSE: The primary purpose of this collection is to obtain information regarding customer satisfaction with NPPD Management Office (MGMT). The survey will collect feedback from NPPD Management customers on their satisfaction with employee performance and NPPD Management Office’s ability to meet their needs. NPPD MGMT will collect the information using an online survey (Survey Monkey) questionnaire available to NPPD MGMT customers. Customers will have access to the survey through a link in the signature block in MGMT employees’ email messages or through a link posted on the NPPD MGMT Connect Intranet page. This information will be aggregated and only aggregate results will be used by and disclosed to the NPPD MGMT, (Director/Deputy Director and Managers/Supervisors), NPPD Director of Management and respective stakeholders to assist in finding opportunities for recognition of improvement. NPPD MGMT will use Survey Monkey to administer the survey. NPPD MGMT will ensure that respondents’ IP addresses are not collected by ensuring that the Survey Monkey settings are updated to opt out of collecting this information.

DESCRIPTION OF RESPONDENTS: The potential universe of respondents includes Office of Cybersecurity & Communications (CS&C), Office of Biometric Identity Management (OBIM), Office of Infrastructure Protection (IP), Federal Protective Service (FPS), and Office of the Under Secretary (OUS) personnel and any private sector individuals (such as contractors and vendors) that interact with or rely on NPPD MGMT for support. Completion of the survey is voluntary therefore; it is at the discretion of the respondent to provide feedback.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Bob Drumm, USM

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
2. If yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
3. If Applicable, has a System or Records Notice been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	No. of Responses per Respondent	No. of Responses	Participation Time	Burden	Annual Burden Cost
Individuals	500	1	500	.05 hours (3 minutes)	25 hours	\$ 835
Totals	500	1	500	.05 hours (3 minutes)	25 hours	\$ 835

The above Average Hourly Wage Rate is the [May 2016 Bureau of Labor Statistics](#) average wage for "All Occupations" of \$ 23.86 times the wage rate benefit multiplier of 1.4 (to account for fringe benefits) equaling \$33.40. The selection of "All Occupations" (for example) was chosen as the expected respondents for this collection could be expected to be from any occupation.

FEDERAL COST: The estimated annual cost to the Federal government is **\$1,844.75 /year.**

It is estimated that 1 manager at a GS level 15, Step 1 will spending approximately 1% of their time (2080 annual working hours x 1% = 20.8 hours) annually to review, analyze, and assimilate survey responses.

Using the FY17 (Washington-Baltimore-Northern Virginia) GS pay scale, the fully-loaded wage rate for a GS15, Step 1 is \$ 88.69 (\$ 131,767 annual salary/2080 = \$63.35 base wage rate x 1.4 benefit multiplier = \$ 88.69 fully-loaded wage rate).

The annual government cost is estimated to be \$ 1,844.75 (20.8 hours annually x \$88.69 = \$1,844.75).

STATISTICAL METHOD:

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?

Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

We intend to provide a link to the survey in the signature block of team members' email messages.

Recipients are determined by standard distribution lists dependent upon product type.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)

Web-based or other forms of Social Media

Telephone

In-person

Mail

Other (email response)

2. Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.